

# Field Service Contract

Process Analysers  
(Benelux, Germany & United Kingdom)

## Products Covered

- Flo-Cal
- ProTrace
- SOLA / SOLA II
- Tracker (Total Sulfur)
- VG Apix
- VG Prima 600S
- VG Prima δB
- VG Sentinel S
- VG Sentinel δB
- Pulsar



	Assisted	Preventive	Advanced	Premium
<b>Training</b>				
One factory training course per year	Yes	No	No	No
<b>Preventive Maintenance Visit(s)</b>				
	No	Yes	Yes	Yes
<b>Calibration Services</b> (product specific)				
	No	Yes	Yes	Yes
<b>Unscheduled Call-outs</b>				
Targeted Response Time	Within 5 days	Within 4 days	Within 2 days	Within 1 day
Labour Costs	5% discount	10% discount	Included	Included
Travel Costs	5% discount	10% discount	Included	Included
Spares Costs	5% discount	5% discount	10% discount	Included
<b>Technical Support</b> (phone, fax or email during normal work hours)				
Hot Line Telephone Support	Unlimited	Included	Included	Included
Response Time (telephone)	2 hours	2 hours	2 hours	2 hours
<b>Software Updates</b> (service packs)				
	N/A	Yes	Yes	Yes
<b>Management Review</b>				
Service History Report	No	No	Yes	Yes
<b>Supplementary Items</b>				
Cover Seven Days per Week	N/A	POA	POA	POA
Enhanced Response Time	N/A	POA	POA	POA
Additional PM's	N/A	POA	POA	POA
Remote Diagnostics	N/A	POA	POA	POA
24 x 7 technical support	N/A	POA	POA	POA

## Program Options

Thermo designs, manufactures, and supports a wide range of process analytical instruments. The service contract options described briefly below are applicable to a range of process mass spectrometer, process optical, process gas chromatography, process sulfur, and process calorimeter based analysers. Whereas the details of the maintenance functions that are performed will vary somewhat from one type of analyser to the next, the standards of service and support remain the same for all products.

### Assisted Support

If your facility has qualified and available maintenance resources, assisted support is for you. Benefits of the assisted support package include: factory-based product training, discounts on labour, spare parts and consumables as well as unlimited technical support. Assisted support is for the maintenance department that has things well under control.

### Preventive

Why wait for a failure to put your business in a crisis situation? Keep your system up and running with a Preventive Maintenance agreement. It provides peace of mind through proactive, scheduled preventive maintenance visits performed by our factory-trained technicians and technical support during standard business hours. In addition, you receive discounts on spare parts and training.

### Advanced

An essential service contract package that includes fast response times to breakdowns, necessary p.m. visits, multiple technical support sessions per year, software upgrade protection plus discounts on spare parts and consumables, and all travel and labour costs are included for unlimited emergency call-outs. Discounts on training are included.

### Premium

When uptime is critical to your business and you need support as fast as possible, we offer an all-inclusive service contract. Our premium service offering gives you the quickest response time feasible for your area. Technical support and remote diagnostic sessions are unlimited. We perform all scheduled p.m. activities and include all the travel, labour, and replacement parts for unlimited emergency visits. The premium service contract is a good choice for customers with limited maintenance resources and/or limited process analyser experience.

## Process Analysers

### Support Plan Feature Definitions

#### Training

Realise the maximum benefit from your system by using our experts to train your staff, or to assist in activities related to the installation or setup of your system. Depending on the contract, a technician will conduct one, full-day onsite training session per year, or a brief update for operators and maintenance staff during the preventive maintenance visits.

#### Preventive Maintenance

Protect your equipment with scheduled service visit(s) including labour, travel and any consumable items used during the maintenance visit. The number of annual visits is dependent on the type of instrument and the application.

#### Unscheduled Call-Outs

Depending on the type of contract, all costs for a repair visit may be covered, or you will receive a discounted labour and travel rate. Enhanced response times may be available.

#### Response Time

A Thermo Electron technician will be onsite within a defined time after the decision for a site visit is made and any commercial requirements agreed to.

#### Spare Parts

To ensure maximum uptime, a minimum set of spare parts may be purchased at a discount.

#### Technical Support

We will ensure telephone response by a technical specialist within a maximum of two hours of your call to us. Technical support is available during factory working hours.

#### Management Review/ Service History Report

Thermo specialists evaluate call activity, assess common problems and recommend proactive maintenance solutions to improve the availability of your instrumentation. A detailed summary will be provided of reported problems, site visits, response time and resolution.

### Supplementary Items

#### Training

Several training packages are offered depending on your process analyser product. Each course is limited to a maximum of five attendees, and can be held at our facilities or yours (immediately following start-up). The courses focus on the operation and maintenance of the product and are intended for those customers actively engaged in analyser operation and maintenance.

#### Response Time Upgrade

Faster response time when your process is critical. Out of hours service and difficult or challenging environments may be subject to a price uplift.

*Supplementary items are subject to availability and can only be offered at the discretion of the Service Manager.*

### Protect the Process

Thermo understands the importance of keeping your mission critical instruments up and running with minimal downtime. All field instruments endure harsh operating conditions. Anything can happen. By providing service contract options, we are committed to maximizing uptime. We will support you with technical assistance, timely e-mailed information, and software upgrades. In addition, when an item must be returned for factory repair, contract customers receive priority service. Your process is protected.

### Peace of Mind

You know your plant—and what it takes to keep it running. After all, you're involved in its daily operations. We know our equipment—and what it takes to keep it running. After all, we design and manufacture it. With a Thermo service contract, you control costs, manage risk, and get great support. That's peace of mind.

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**All of our technicians are factory trained and certified,  
as you would expect from an ISO Certified company.**

**Contact us today for a quotation.**

Hardwareweg 3 3821 BL Amersfoort NETHERLANDS	+31 (0) 33-454-9040 +31 (0) 33-454-9049 fax
Ion Path, Road Three Winsford, Cheshire CW7 3GA UK	+44 (0) 1606-548700 +44 (0) 1606-548711 fax
23/F Peregrine Plaza, No. 1325 Huai Hai Rd, Shanghai CHINA 200031	+86 21 5465 7588 +86 21 6445 7909 fax
77 Science Park Drive #03-09 Cintech III, SINGAPORE 118256	+65 6778-1258 +65 6438-5977 fax
14 Gormley Industrial Avenue, No. 4 Gormley, Ontario L0H 1G0 CANADA	+1 (905) 888-8808 +1 (905) 888-8828 fax
2555 North IH 35 Round Rock, TX 78664 USA	+1 (512) 388-9100 +1 (512) 388-9200 fax
9303 W. Sam Houston Parkway South Houston, TX 77099 USA	+1 (800) 437-7979 +1 (713) 272-2273 fax

Process Instruments

**Thermo**  
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